


JOB DESCRIPTION

Position/title	Planning & Logistics Administrator	
Department	Planning & Logistics	
Location	Station Road, Blackrod, Bolton	
Hours	37.5 hours per week, Monday to Friday Infrequent Saturday morning cover may be required with notice	
Job Banding	Band 2	
Reports to	Waste, Commodities & Planning Manager	
Other Key Relationships	Managing Director Operations Director Operational Management Team Planning Team Commercial Team	Weighbridge Team Drivers Finance Team Yard Team Customers & Suppliers
General Summary	To provide an efficient and effective customer service and administration service for the Planning & Logistics department, as well as supporting the Commercial team with administration duties as required.	
Core Responsibilities	<ul style="list-style-type: none"> • Provide a comprehensive administration service for Waste, Commodities & Planning, as well as supporting the Commercial team as required. • Carry out any required administrative duties accurately and efficiently, according to instruction and within the desired timescales. • Accurately input all relevant information into Duty of Cares spreadsheet on a weekly basis. • Provide the necessary administrative support for price increases, including inputting new information, drafting communications to customers, creating supplier packs etc. as required. • Monitor stock levels of different waste types as required, in conjunction with the Operations / Yard team. • Accurately input new outlet details and updated prices onto the systems as required. • Respond to incoming customer enquiries via telephone, email and in person. • Accurately relay relevant customer and supplier messages to the Planning & Logistics team and the Commercial team in a timely manner. • Provide prompt and accurate assistance to our customers, addressing their needs and resolving any issues and/or account queries. • Provide cover on the Weighbridge during absences and busy periods as required. • Completing sign-offs of previous days' jobs on Waste Logics, ensuring all information is inputted and correct, ready for invoicing. • Collate and scan all driver debrief sheets and distribute to all relevant team members on a daily basis. • Apply for skip permits as and when requested and monitor to ensure renewals are submitted before expiry. • Collate and file weighbridge tickets and other transport paperwork as required. • Accurately update and distribute Transport KPI sheets on a daily basis. 	

	<ul style="list-style-type: none"> • Ensure high-quality communication with customers across various channels, ensuring clarity, empathy and professionalism. • Collaborate with internal teams to ensure smooth and efficient delivery of products and services to customers. • Develop and maintain a broad knowledge of the full range of our company’s services. • Maintain high levels of customer service and professionalism. • Handle customer complaints and queries effectively • Record customer information accurately in the database. • Collaborate with team members to achieve optimum results for the company. • Ensure the office is kept clean and tidy and is presented in a professional manner. • Promote the business by ensuring that all activities are always 100% customer focused. • Any other duties commensurate with the role, as requested by the Waste, Commodities & Planning Manager and/or Operations Director.
Health and Safety	<ul style="list-style-type: none"> • All individuals have a responsibility, under the Health and Safety at Work Act (1974) and any subsequent regulations, to ensure that the Company’s health and safety policies and procedures are complied with to maintain a safe environment for our employees, customers, and site visitors. • Challenge staff and site visitors who do not follow the site safety procedures. • Assist in maintaining the health, safety, and welfare of people (including yourself) • Follow the Company guidelines in reporting faulty or defective equipment. • Ensure all staff, customers and visitors are wearing the appropriate PPE. • Report any risks or near misses to the Health, Safety & Compliance Manager.
Personal and Professional Development	<ul style="list-style-type: none"> • Undertake any necessary activities to ensure that your own professional qualifications are maintained. • Ensure ongoing personal and professional development by participating in performance reviews as requested. • Identify and undertake activities to develop knowledge, skills and understanding where any gaps have been identified.
Confidentiality and GDPR	<ul style="list-style-type: none"> • All staff must maintain the confidentiality of information about the Company, employees, or our customers in accordance with the Data Protection Act 2018. • Individuals must not, without prior consent disclose any information relating to the Company, employees, or our customers.
Governance	<ul style="list-style-type: none"> • Support the Company to work within the specific regulations such as governance and frameworks for the industry.
Policies and Procedures	<ul style="list-style-type: none"> • All employees and site visitors are required to comply with the policies and procedures in place at J. Dickinson & Sons (Horwich Ltd), without exception.
Company Values	

PERSON SPECIFICATION		
	ESSENTIAL	DESIRABLE
QUALIFICATIONS	Good standard of education, including GCSE or equivalent in English and Maths	
EXPERIENCE & KNOWLEDGE	Previous experience working in an administration role Experience of working to targets and deadlines	Experience working within the recycling, waste, or comparable plant industries
SKILLS & ABILITIES	<p>Good organisational skills, with the ability to prioritise own workload</p> <p>Ability to work effectively, and to meet deadlines, in a fast-paced, high volume operation</p> <p>Excellent verbal and written communication skills with the ability to build excellent working relationships, both internally and externally</p> <p>Able to work proactively, and on own initiative</p> <p>Good numeracy, literacy and IT skills</p> <p>Customer-focused with a good manner, both in-person and on the telephone</p> <p>A willingness to adapt and develop skillsets and knowledge</p> <p>Ability to work collaboratively with other areas of the business to maximise productivity</p> <p>Proficient in the use of Microsoft Office</p> <p>Excellent customer service skills, with the drive to exceed customer expectations</p> <p>Strong attention to detail and accuracy</p> <p>Able to react quickly and positively to instruction from management</p> <p>Able to work appropriately with confidential information</p>	
OTHER	<p>Well presented with a confident and professional manner</p> <p>Demonstrates commitment to own learning and development</p> <p>Works with integrity and honours commitment</p> <p>Relentlessly pursues the highest standards of performance required to deliver the best results for the company</p> <p>Reliable, punctual and good levels of attendance</p> <p>Positive attitude to change and the need for flexibility in planning and behaviours</p> <p>A commitment to the values of J. Dickinson & Sons</p>	